**The Grove Medical Centre**

**Patient Group Meeting Minutes – 15 January 2024**

**Present – The Grove Surgery staff - Gary Lewis & Donna Tuffs**

**Patients: Bridie Dennis, Neil Hoskins, Karen Sandford, Pat Strack**

**Apologies: Maria Norgate**

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|  | **Item** | **Status** |
| **1** | **Recruitment of new members**  We aim to have a PPG that represents the patient population at The Grove. At the moment we think we have sufficient members but not necessarily representative. Potential places to advertise for future are the library, youth council, through communities 1st.  **Repeat patient Survey**  GL to meet and discuss changes with other practice managers March/April and feedback at next meeting.  **Online prescription requests**  GL has discussed with clinicians. If a request needs reviewing then clinician may contact the patient otherwise a note will be made on the patient’s file so that when they call reception will be able to advise what they need to do.  **Feedback from Cardio event**  Over 50 Grove patients had BP taken. We talked to many people and talked about their general health and to calm some people with communication difficulties. The talks were held close to the surgery and participant stands and this made it difficult to hear everything. GL will feedback to organisers. As the surgery staff DL and our pharmacist worked non-stop and were the last to leave PPG members felt that a GP present for even a short period at future events would demonstrate appreciation and the importance of reaching the public this way.  **Funding for alterations**  GL has contacted HBC and will continue to look at options so we can expand service. |  |
| **2.** | **Research Practice/PCN** |  |
| The Primary Care Network (our linked surgeries in Hertsmere) has been approached to help with medical research projects which are already set up. The studies are undertaken by academic institutions and private companies. Any data provided is anonymous. | Update  Next  meeting |
| 3. | **Newsletter** |  |
| Karen has this underway. The HOT topic is wellbeing. The newsletter will cover things like Foodbanks, warm places, the Wellbeing event planned for 26 February at Aberford Hall. We mentioned Guideposts – Hertfordshire Guideposts is based in Watford. They have activities arranged in Borehamwood. Communities 1st is based in Leeming Road.  BD and KS will visit and find out what is on offer.  PS will contact Guideposts. |  |
| 4. | **Triage system** |  |
| This worked well initially. It is currently very busy, and it sometimes closes as demand now exceeds capacity. In some surgeries the care coordinators manage the triage process. In Grove the Care Coordinators are receiving training to help assist with pre-screening the patient requests. The surgery is looking at the possibility of care coordinators triaging once the triage system is fully imbedded and coordinators are appropriately trained and robust protocols in place. This could be 12-18 months down the line. | Update  Next  meeting |
| **5.** | **Events** |  |
| Monday 26 February 1pm to 4pm Aberford Hall - Wellbeing event  GL will give feedback on noise to organisers.  Who is free to attend to support the surgery team? | PPG to let DT know |
| **6** | **Surgery Website** |  |
| This is updated when needed so PPG members need to review close to meeting as things may already be amended. Just a couple of outdated Covid notices to change. | All |
|  | **AOB** |  |
| GL told PPG about Oliver McGowan training. This is mandatory training to provide guidance for surgery staff on communicating with people who have learning difficulties and autism.  Carers in Herts are recruiting people with caring responsibilities who are willing to share their experience and take part in presentations to groups of students at university of Hertfordshire and other groups. There is training to prepare carers, and this can be paid or as a volunteer. | Update  Next  meeting |
|  | **Next meeting** |  |
|  | Monday 18th March at the surgery  12.00 for catch-up and coffee  12.30 meeting | Look out for minutes  And agenda |
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